

Review of compliance

Harbour Homes UK Limited Harbour Care Home	
Region:	South East
Location address:	139 The Broadway Herne Bay Kent CT6 8HY
Type of service:	Care home service without nursing
Date of Publication:	January 2012
Overview of the service:	<p>People told us that they were happy with the care and support that they received and that their needs were being met. They said that the staff treated them with respect, listened to them and supported them to raise any concerns they had about their care.</p> <p>A relative spoken to was happy with the care and found staff attitude to be very positive and felt that their son was</p>

	treated with dignity and respect and that his privacy was protected.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Harbour Care Home was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider and carried out a visit on 28 November 2011.

What people told us

Harbour Care Home provides care and accommodation for up to 12 people suffering, or recovering from mental illness. The home is a three storey detached house, which is within close proximity to local shops and public transport. The people who live in the home have use of a communal lounge/diner and garden.

What we found about the standards we reviewed and how well Harbour Care Home was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

Overall, we found that Harbour Care Home was meeting this essential standard.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People who use the service experience effective, safe and appropriate care, treatment and support that meet their needs and protects their rights.

Overall, we found that Harbour Care Home was meeting this essential standard.

Outcome 07: People should be protected from abuse and staff should respect their human rights

People's safety is supported by staff that knows how to recognise abuse and was experienced in recognising any concerns. However the lack of training and policies and procedures as identified puts people who use the service potentially at risk.

Overall, we found that Harbour Care Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

Staff spoken with demonstrated through discussion and observation skills to carry out their role. This was supported by structured and completed training which protected people who use the service from risk and supported them with their needs.

Overall, we found that Harbour Care Home was meeting this essential standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

People receiving care can feel confident that they are supported with their needs and have opportunities for personal development. However the quality assessing systems and monitoring of quality within the service was not wholly developed to enable management to be fully compliant with all required outcomes inspected at the time of the site visit.

Overall, we found that Harbour Care Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

Actions we have asked the service to take

We have asked the provider to send us a report within 14 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

Some people told us how they had talked about their care to the manager when they first arrived in the home. They said that they had been asked what they liked and disliked. They said there were given lots of choice, around what they would like to do. They talked about the activities in the home and going out into the community.

People said the staff were always polite and when asked if staff upheld their privacy and dignity. Comments were as follows "Yes", and "No concerns or worries", "feel staff treat me well", "If I have a problem I talk to staff".

Other evidence

People spoken with confirmed they were able to make decisions about their day to day care. We saw that people were treated with dignity and their privacy was respected. Staff were seen during the day offering people choices and being given time to make decisions. People who use services had the opportunity to be asked about and take part in all aspects of life within the service as they wished or their capacity allowed.

Discussions with staff showed their commitment to making sure that people were always treated as individuals and were encouraged to express their views about their care. Staff demonstrated through conversation that the people who use the service

were treated with respect and dignity.

Our judgement

People were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

Overall, we found that Harbour Care Home was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

We saw that the people who use the service were making choices about their lives and were part of the decision process. People had their own individual routines which were respected. One person who uses the service said they were very satisfied with the care offered and given. They felt that the home offered good quality care and that staff were receptive to their comments and suggestions. Everyone spoken to told us they were happy with the care and support received and that their independence was encouraged.

People using the service discuss matters relating to how the service is run and issues that affect everyone in the home. They said that they felt the staff listened to what they said and that they are given support to make their own decisions.

A relatives told us that staff had supported their son to contribute to their plan of care and that they were kept up to date with regard to their welfare and wellbeing.

Other evidence

We reviewed and discussed with staff the care records of two residents at the home. These had sufficient detail and guidelines about the support needed to meet people's needs. They had an assessment of need, details on how to support the person or what assistance was to be provided. Guidance for staff was available so that they supported people consistently with actions that achieve the desired goal. The care plans were regularly updated.

Whilst documentation viewed was person centred it contained limited evidence of any direct involvement by the individual that the care plan was about. The team leader stated that she would ensure that this was better evidenced in future.

Whilst it was accepted following discussions with people who use the service that life planning and social needs are very much taken into account and comprehensive key worker notes were kept the care plans viewed did not fully document this in plans of care seen. In that they did not show the individual long term planning, goals, pathways to independence, hopes and activities preferred.

Risk assessments had been completed as part of the care plan and these were personalised for each individual. Where the risk assessments result in a restriction on an individual's freedom, this has been agreed with the person using the service and is kept under review with the individual.

Care records and specific health care records seen showed that residents had access to a range of health care professionals when needed and they had regular health checks.

Our judgement

People who use the service experience effective, safe and appropriate care, treatment and support that meet their needs and protects their rights.

Overall, we found that Harbour Care Home was meeting this essential standard.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

There are minor concerns with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People told us that they felt safe in the home. They said they could talk to the staff or manager if they had any concerns. One person said he felt safe and supported to raise any problems or concerns.

Observations during the visit showed there was a relaxed atmosphere in the home and people chatted freely and openly with each other, the staff and management.

Other evidence

Staff spoken with showed knowledge of safeguarding people from abuse and how and where to report any suspicions or concerns.

All staff had a Police check (the purpose of the check is to show that someone has not done anything in the past that might make them not suitable to work with vulnerable people). The service did not however have a policy, procedure or risk assessments in place should a member of staff have had any information contained within such checks which might be of concern.

Staff had received safeguarding training on how to keep people safe. This gave them the knowledge and the skills to do their jobs well and protect people from abuse. However training had not been delivered in relation to the Mental Capacity Act 2005 and Deprivation of Liberty Safeguarding (safeguards to protect loss of freedom and rights).

The service additionally did not have a copy of the local safeguarding protocols (procedures to follow to protect vulnerable people from abuse) issued by Kent and Medway Councils available for staff.

No notifications received by the Care Quality Commission had raised any concerns since registration and the home had no open safeguarding alerts.

Our judgement

People's safety is supported by staff that knows how to recognise abuse and was experienced in recognising any concerns. However the lack of training and policies and procedures as identified puts people who use the service potentially at risk.

Overall, we found that Harbour Care Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

People that use the service told us there was a consistent staff team that created a pleasant atmosphere in the home and that the staff were competent and knew how to care for them safely. One person said the staff are very approachable, staff work to provide good care and they had no concerns.

Other evidence

Staff spoken with demonstrated through discussion skills to carry out their role. Records viewed showed the majority of staff had received training in core courses namely, safeguarding adults, manual handling, First Aid and fire.

Staff said they felt supported by the training to carry out their role and received regular one to one supervision.

Members of staff had a full in house induction when they started working at the home. A foundation induction programme that follows the element of national guidance for care homes issued by Skills for Care (a national government training agency) was also in place. However training had not been delivered in relation to the Mental Capacity Act 2005 and Deprivation of Liberty Safeguarding (safeguards to protect loss of freedom and rights).

Our judgement

Staff spoken with demonstrated through discussion and observation skills to carry out their role. This was supported by structured and completed training which protected people who use the service from risk and supported them with their needs.

Overall, we found that Harbour Care Home was meeting this essential standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

There are minor concerns with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

People who use the service told us they were happy and satisfied with the care that they received. One person said they were very happy living there and had no concerns. One relative spoken with was very happy with the care offered and felt that the staff and management were approachable.

Other evidence

The staff team in the home work well together and have developed close working partnerships with other professionals in the care of people who use the service.

All parts of the service are monitored and reviewed so that the home can identify any concerns and take appropriate action to prevent reoccurrence. There are processes in place, risk assessments, staff meetings and supervisions. However no formal quality assurance process is in place which brings this all together to enable the manager to make judgements whether the service is in compliance with the Health and Social Care Act 2005 and surveys have not been sent out to people who use the service, relatives, health care professionals and others to contribute towards the monitoring of the service.

Our judgement

People receiving care can feel confident that they are supported with their needs and have opportunities for personal development. However the quality assessing systems and monitoring of quality within the service was not wholly developed to enable management to be fully compliant with all required outcomes inspected at the time of the site visit.

Overall, we found that Harbour Care Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 11 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 07: Safeguarding people who use services from abuse
	<p>Why we have concerns:</p> <p>People's safety is supported by staff that knows how to recognise abuse and was experienced in recognising any concerns. However the lack of training and policies and procedures as identified puts people who use the service potentially at risk.</p> <p>Overall, we found that Harbour Care Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.</p>	
Accommodation for persons who require nursing or personal care	Regulation 10 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 16: Assessing and monitoring the quality of service provision
	<p>Why we have concerns:</p> <p>People receiving care can feel confident that they are supported with their needs and have opportunities for personal development. However the quality assessing systems and monitoring of quality within the service was not wholly developed to enable management to be fully compliant with all required outcomes inspected at the time of the site visit.</p> <p>Overall, we found that Harbour Care Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.</p>	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 14 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement actions are complete.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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